HPRP ServicePoint FAQ

General

1. How do I get to my HPRP provider?

   Your HPRP entry is through a unique HPRP provider tree; it is not on your agency's existing provider tree. To access your HPRP provider you will want to click on the orange "Here" in the right hand corner of the ServicePoint header above your name. A box will display with all the agencies you currently have access too; select the HPRP provider you wish to enter information and click on the link.

2. When do I need to back date?

   You need to back date when you are entering in information on the profile screen/HPRP Assessment. The assessment date should represent the day that you received the information.

Assessment/Profile Screen

3. What information needs to be entered only the on the Head of Household's profile?

Head of Household Only:

Residential Sub Assessment

Non-Cash Resources Sub Assessment

Previous Episodes of Homelessness Sub Assessment

Recertification Sub Assessment

You only have to upload files to the head of household's assessment page.

Adult Members:

Income Sub Assessment and Barriers to Housing Stability section only need to be documented for the adult household members.

4. What pick list options to the "Housing Status" question should I use for HPRP funding?

For HPRP you will use select either *Literally Homeless* or *Housed and at imminent risk of losing housing*. These are the only two housing status options you can use for this funding source.

Literally Homeless means that the individual or family is living in a shelter or in a place not meant for habitation.

Imminent Risk of Homelessness means the threat of homelessness is immediate, and that in all likelihood the individual or family would be homeless but for this assistance.

5. Do I need to enter residential information for the place a person is staying while they are looking for permanent housing?

You need to record the permanent address where the HPRP funding is being applied. This includes situations where you are providing eviction prevention funding. You do not need to record the address of the shelter or other accommodations the person may be using while he is looking for a permanent address.

6. Do I need to record a cost in the "Non-Cash resource Sub Assessment"?

You only need to record a cost if you are aware of the amount. For example if your client says they get $87 dollars in FoodShare benefits you can record this in the cost field.

7. Do I have to complete the certification sub-assessment if I am not providing direct payments for rent or utilities?

Agencies must contact the individual and review and update their income information and verify their rental situation if they are receiving any service under HPRP. This includes case management, housing counseling, or legal services. If they remain below 50% CMI the individual could be eligible to continue to receive HPRP depending on their rental situation and local agency guidelines. Please enter the date you re-certified their eligibility and indicate whether they are still eligible in ServicePoint. You do not need to complete this sub-assessment unless the person is getting more than 3 months assistance. You only need to complete this sub-assessment on the head of household's profile. You do not need to fill in an end date.

8. What items must be uploaded in the system?

The habitability check list needs to be completed, scanned, and uploaded for households who get two or more months of rental assistance.

9. Do I need to store the documents I upload into ServicePoint on my own computers drive?

Once you have uploaded the document to the attachment section of ServicePoint, you do not have to keep a back up copy on your own computer drives. It will continue to be stored in ServicePoint.

<u>Entry/Exit</u>

10. What entries need an Entry/Exit entered in ServicePoint?

Anyone receiving HPRP services needs an Entry/Exit; it does not matter if it is a short term service or a service that extends over a long period of time.

<u>Service Transactions</u>

11. How do you record service transactions for arrears?

You need to create a service transaction for each month of arrears, however, you must make the start and end dates the SAME MONTH in the month you are providing assistance. For example, if you provide a household with six months of rent arrears in September, you will create six rent payment assistance transactions all with start and end dates for the month of September.

12. Why does the HPRP Service Transaction box contain additional questions?

The additional questions map the services to the correct fields in the Federal reports.

There are two rows referring to *Housing Relocation and Stabilization services (non-cash assistance)* and *Financial Assistance (cash assistance)*. You MUST complete one or these fields in each HPRP service transaction, but NOT BOTH. For example, if you selected a Rental Payment Assistance Service, you would select “Rental assistance” from the *HPRP Financial Assistance Type* pick list. If you provide “legal services” you will click “legal services” in the *Relocation and Stabilization* services pick list.